

Training and Developing Your Workforce For Now & For the Future

*Knowledge is the only
instrument of production
that is not subject to
diminishing returns.*

- J.M. Clark

**Fifty percent of an employee's skills
are outdated within three to five years.**

Businesses wanting to expand their staff's professional growth have a wide variety of options for training. Northwest Montana has the benefit of several educational institutions. Expanded and tailored training programs for businesses are offered through Flathead Valley Community College's Workforce Training program. Additionally, there are options of online and distance learning. The local Job Service Workforce Centers and Chambers of Commerce offer various types of training and educational opportunities.

Who to train?

Workers—those new to the workforce and those who have been in the workforce for years, benefit from training and need to continually upgrade their skills. Studies have shown that employees who receive regular training from their organization are more productive and develop a strong sense of loyalty, morale and tend to stay with an organization. The true value of training lies with the follow-through from management in order to gauge whether the training has been successful.

Why train?

Current research shows that training is most effective when it takes place on the job or in a job-like setting. Bob Nelson, author of *1001 Ways to Energize Employees* says, "Training isn't just something we do when we have money to blow.... Training is something we do to differentiate ourselves from the competition. We invest and show our employees that we care enough about them to help them grow. And that has a direct impact on the bottom line."



Investing in Employee Training is Money Well Spent

1

SEEK OUT LOCAL COLLEGES—Your community college provides technical assistance in assessing business skill needs, designing and offering responsive training programs.

Flathead Valley Community College, Kalispell	(406) 756-3822
Flathead Valley Community College, Libby	(406) 293-2721
Salish Kootenai College, Pablo	(406) 275-4800
University of Montana College of Technology, Missoula	(800) 542-6882

2

Contact the Chamber of Commerce or Job Service Workforce Center in your community. They generally offer inexpensive seminars and workshops to local business.

Bigfork Chamber	(406) 837-5888
Columbia Falls Chamber	(406) 892-2072
Kalispell Area Chamber	(406) 758-2800
Flathead Job Service	(406) 758-6200
Lakeside/Somers Chamber	(406) 844-3715
Libby Chamber	(406) 293-4167
Kootenai Job Service	(406) 293-6282
Polson Chamber	(406) 883-5969
Lake County Job Service	(406) 883-7880
Thompson Falls Chamber	(406) 827-4930
Sanders County Job Service	(406) 827-8112

3

FORM CONSORTIUMS—collaborate with local businesses or state agencies interested in similar training.

4

BARTER—If appropriate, a company can trade its services or products for employee training.

5

WEB BASED TRAINING—Take advantage of online, interactive training, and videos.

6

TRANSFER OF TRAINING—Have one staff member attend a training seminar and then train your staff.

NEXT STEP.....



Assessing Your Training Needs

Determine who, what, when, where, why and how of training. The assessment begins with a need, which can be identified in several ways but is generally described as a gap between what is currently in place and what is needed, now and in the future.

Sample questions to ask to determine if your organization needs training:

- 1. Are we making any major changes in our business process?**
- 2. How do those changes impact our employees' job functions?**
- 3. What information and training will our employees need to continue being successful in their jobs?**
- 4. How will our employees best accept and integrate this information and training?**
- 5. How do our employees learn?**
- 6. How can we get this information and training to our employees?**
- 7. Are there any corporate needs that are not being met?**
- 8. Are your employees performing to your expectations?**
- 9. Are you and your staff utilizing your technology as efficiently as possible?**